

Pitcairn Lodge Nursing Home Care Home Service

Kirkton of Skene
Westhill
AB32 6XT

Telephone: 01224 742888

Type of inspection:

Unannounced

Completed on:

27 February 2019

Service provided by:

Sanctuary Care (North) 2 Limited

Service provider number:

SP2003002534

Service no:

CS2005089203

About the service

Pitcairn Lodge Nursing Home is a modern purpose-built home set within landscaped grounds between the villages of Elrick and Kirkton of Skene to the west of Aberdeen. The service is registered to provide a care service to a maximum of 52 older people and three named adults under 65. There were 55 people resident in the home at the time of this inspection.

Accommodation is provided across two units. All bedrooms are single with en suite facilities. There are a variety of communal lounges and dining areas. The communal areas and exterior of the building was at the completion stages of a refurbishment.

The service provider states that it "believes that every individual, irrespective of their physical, social, or psychological condition, has the right to be treated with dignity and respect and to be supported to maintain choice and control over their lives".

This service has been registered since 16 March 2005.

What people told us

The views of people have greatly informed our inspection. We sent 15 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, 15 for families/carers, and 15 for staff. We received 14 completed CSQs back from residents, 11 from families/carers, and 14 from staff. Everyone indicated that, overall, they were happy or very happy with the quality of care they received at Pitcairn Lodge Nursing Home. We spoke with residents and families, both formally and informally, during our inspection. We used the Short Observational Framework for Inspection (SOFI2) which helps us to capture the experience of people using the service who may not be able to tell us about their experience. We also gained views from the resident reviews. Comments from people included:

- "They are very good here, especially the regular staff - very kind and caring, they know what I like. There's plenty things to do if you choose to. I have made new friends I never expected to."
- "I'm really happy here. Staff are always very caring. I'm very comfortable. I am happy with everything. They always ask me how I like things. There's plenty to do if I want. Our visitors are always made welcome."
- "Everything is just lovely here, really caring staff. The home itself is also so lovely, especially since the refurbishment. Staff are very kind. Staff know my mum's preferences and needs. We are very much involved in care planning. I have great peace of mind knowing mum is so well cared for. I can go away for a week at a time and don't worry or feel anxious because I know she is in good hands. Staff and management are approachable and I have confidence they would sort out any issues. Management are very proactive and bubbly, keen for things to be done well. Staff get on well, makes a positive atmosphere."
- "I am well looked after. Everybody is good, the manager is fine."
- "They've really smartened this place up. The whole ambiance is great, it's not just a lick of paint. They've really gone for quality. It shows they mean to try their best. You're cheered up when you come through the door. My friend is well cared for. The staff know what they're doing and they respect my friend. I see them doing lots of things with them, that really lifts them up. It's a great place. There's great banter all the time. That keeps my friend going."

- "Staff are always nice to me. The care and support I received when my husband passed away was good. Everyone looked after me. The housekeeping team is always making sure the home is clean. I feel the home is very well managed with a good care team. The manager is friendly and always available if I need her."
- "Staff is great in here. The home is well run. If I ever have any concerns they are dealt with by the manager."
- "I am very comfortable here. The carers are all very caring and kind to me and to the others. Nothing is too much bother for them."
- "It's a very pleasant and friendly place. Couldn't fault anything. The staff have a good laugh with my friend. We are confident they will give my friend the best of care. They are always taking them places like the garden centre, out for walks around, coffee out."

We concluded that people were happy with the quality of care provided at Pitcairn Lodge Nursing Home.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Throughout the three days we visited Pitcairn Lodge Nursing Home we heard and saw lots of laughter and hugs. These are great for maintaining and improving people's wellbeing. Residents we spoke with were delighted with the genuine warmth and compassion they received and saw other people being given. We saw that residents and visitors responded positively to the warm and caring interactions of the staff. Everyone was well respected by staff who always acknowledged people (residents, visitors, and other staff) and addressed residents by their

names. These values are important because people who experience care have the right to be treated with dignity, respect, and compassion and have confidence in the people who provide their care and support.

All residents were very well presented. We saw that people who could no longer express their wishes had their previous preferences detailed in their care plans. We saw these were respected and known by staff, such as helping to tidy up after lunch. The home had provided some special items to improve people's wellbeing, including items such as whiskey, wine, and beers on special occasions or as a night cap, caviar (provided by resident's husband), and fleecy blankets.

Residents and families described the staff as "proactive and bubbly", giving them "peace of mind" because they felt they were caring well for their loved ones. One resident told us they had made new friends which they hadn't expected to. This improved their wellbeing.

We saw highly responsive medical care being given. This provided great reassurance for the resident. We saw doll therapy being used to great effect with a few residents. The management had planned to introduce another pram such was the demand and positive effect for residents.

We saw that staff, and especially management, were keen for things to be done well. Residents and families were also very aware of this and felt this added to the positive atmosphere that is felt in the home. We were told that people felt "cheered up" by the high quality renovations which made people feel valued. The management reassured us they were keenly aware not to over-burden people with too many improvements all at once that were planned.

The management were aware that some further minor improvements by staff at the meal services would ensure consistent high quality of experiences for all residents.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

There was strong leadership at Pitcairn Lodge Nursing Home. Both staff and management appeared to know the needs, likes, and preferences of residents and their families. We found that there were very good, personalised care plans in place for each person. The care plans reflected people's interests and needs. For example, one person's plan we read noted that the person likes to help with housework. We saw this person using the carpet sweeper after lunchtime. We saw that care plans were only written when a need was identified. There was very good use of the multi-disciplinary team in planning residents' care.

Residents or their representatives were involved in regularly reviewing and updating the care plans. This ensures people are fully involved with how their care needs are met. The management were looking to ensure more personal outcomes were clear in the plans. For example, for one person it was recorded that they should be checked every two hours through the night but there were no reasons recorded for this.

We found that the care plan information was very easy to access and was well organised. The management was highly effective in ensuring that people at high risk, in areas such as weight loss, were very closely monitored. This meant prompt action could be taken. New electronic care planning systems are being introduced by the organisation in the months following this inspection. We look forward to seeing how these can improve the consistency of care for residents.

All of this demonstrates that residents' personal plans were right for them. They set out how the residents' needs will be met, as well as their wishes and choices.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support continuous improvement in the service, the provider should undertake a series of practice development focus areas. These should include supports for residents to spend their time meaningfully and to remain active.

In doing so, account should be taken of the best practice guidance documents: 'Make Every Moment Count', 'Make Every Movement Count', and 'Care About Physical Activity'.

This area for improvement was made on 28 March 2018.

Action taken since then

We could see that people were enjoying a wide variety of meaningful activities in the home. Various areas of the home had been developed during the refurbishment and we saw people enjoying the sensory room, the library area, and the music area. A hobby room was being developed now that the refurbishment was almost complete. People told us of many opportunities to go out for walks or in to the community. Staff made many opportunities for people to be active on a daily basis. Care plans reflected individual choices of people about how they wished to spend their time.

This area for development (recommendation) made at the last inspection was seen to be met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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